

January 2018

Bugle House  
53 Bugle Street  
Southampton  
SO14 2LF  
Tel: 02382 140640

Dear Applicant

**Re: Role Housing Support Worker (ref 797) at YMCA Fairthorne Group**

Thank you for your interest in the above positions. Please find enclosed the following:

- Job Description
- Child Protection and Safeguarding Policy
- Vulnerable Adults Protection Policy
- The YMCA Way

The YMCA is committed to safeguarding and promoting the welfare of children and young people. Successful applicants are subject to references and an enhanced DBS disclosure.

You can apply online at [www.ymca-fg.org/category/current-vacancies/](http://www.ymca-fg.org/category/current-vacancies/) and click the “Apply Now” button. In completing your application, please pay particular note to the person specification detailed in the job description.

For more information about our wider services please visit our website at [www.ymca-fg.org](http://www.ymca-fg.org). If you have any other questions please do not hesitate to email [recruitment@ymca-fg.org](mailto:recruitment@ymca-fg.org) or call 02382 140640.

Yours sincerely

Kate Snow  
**Human Resources**  
**HR Advisor**



## Section A: Main Elements of the Duties of Housing Support Worker

**Reports to: Housing Manager**

### Organisational Context

YMCA Southampton is part of YMCA Fairthorne Group, which is a community based charity with a serious ambition to grow our already successful social enterprise model. Our mission is to champion and add value to young lives by providing experiences that challenge, enable and develop the individual. We deliver services and programmes in youth and children's work from many different venues, as well as in schools and community venues across Southampton, Hampshire, Portsmouth, and the Isle of Wight. We currently operate 11 nurseries and pre-schools across this area.

At YMCA Southampton, our Housing Department provides accommodation for young men and women aged 16 –25 years who have support needs and who need a safe place which they can call home. Many of these young people come to us with complex needs and can exhibit very challenging behaviour. However we believe that every individual is of infinite value and that with the right support and environment, each can be helped to reach their full potential.

### Job Purpose

Housing Support Workers provide support and assistance to the young people as they work towards further education, training, employment and move-on into full independence. They actively promote social interaction and community involvement as well as act in an advocacy role providing advice and support in sustaining tenancies and moving to fully independent living.

Primarily based at our George Williams House site where we provide accommodation and support to 79 Young People, the job holder will be responsible for a case load of up to thirteen Young People providing support and guidance through formal one to one meetings, group work and the delivery of challenging and innovative programmes.

### Duties and Responsibilities

- To assist with the interviewing and selection of those applying for accommodation at Southampton YMCA, ensuring that those with the greatest need who meet our lettings criteria are given the opportunity to live in our accommodation.
- To undertake a risk assessment and support planning interview with new residents within 72 hours of their arrival.
- To act as an advocate for young people and signpost them to other support agencies and services appropriate to their needs e.g. No Limits advice centres, substance abuse advice and the Health Service.
- To actively encourage job search, training and volunteering opportunities with tenants who are not in education, employment or training. This will include liaising with Job Clubs, The Careers Service and other external training agencies.
- To provide up-to-date information and guidance to residents in order to ensure the correct take up of State Benefits and grants. To assist them with the completion of benefit forms and to liaise with external agencies such as the Department for Work and Pensions Universal Credit and Housing Benefit.
- To support tenants by developing and delivering programmes and activities to increase self esteem and confidence through positive activity, social interaction and community involvement.



- To co-ordinate and administer, in consultation with the Senior Support Worker, the move-on opportunities to independent accommodation or other supported housing more suited to an individual resident's needs.
- To be able to confidently and efficiently deal with an assessed level of risk of verbal abuse and threat of violence directed both at staff and other residents.
- To provide cover on weekends and bank holiday
- To act in the interests of your own safety and the safety of others at all times.
- To carry out any other duties that may be reasonably requested by the management of the organisation.

## **Section B: Person Specification & Key Competencies**

### **Personal Attributes**

- A genuine enthusiasm for the work of the organisation.
- An outgoing and friendly personality, able to communicate well and engage a wide range of people.
- An ability and willingness to relate positively to Young People, visitors and staff.
- An ability to motivate others
- An ability to work under pressure and manage challenging situations.
- Good organisational skills in order to manage a highly varied and unpredictable workload.
- A creative and flexible approach to the work of the organisation

### **Qualifications/Experience**

#### **Essential:**

- Extensive experience of working with challenging young people, preferably in housing, social services, residential care or special needs.
- Knowledge of accommodation provision through statutory, charitable or other sources.
- An understanding of the principals of risk assessment.
- An understanding of the issues facing young people.
- A basic level of computer literacy.
- An understanding of equality and diversity issues.
- A valid First Aid at Work qualification, or willingness to work towards one.

#### **Desirable:**

- Knowledge of Health and Safety regulations and practices.
- Knowledge of personal protection and breakaway techniques – training in this will be given.
- A relevant qualification in youth or social work
- Hold current driving licence.



## Section C: Terms and Conditions

This position will be subject to the normal terms and conditions for working within the YMCA.

**1. Salary:**

£17,000 - £19,000 per annum

**2. Hours Of Work**

At YMCA Southampton we operate 7 days a week, 24 hours per day. The hours for this role are 37.5 hours a week. Initially the postholder will be expected to work shifts of Monday to Friday 8.00pm to 10.00pm, together with one weekend shift in four covering 7.5 hours between the hours of 8.00am and 8.30pm. This shift pattern is currently subject to wider review and may change in the future. Further occasional weekend, bank holiday and evening work will be required. .

**3. Paid Leave Entitlement:**

On commencement of employment your annual entitlement will be 20 days plus bank holidays.

However upon meeting set criteria the paid leave entitlement can rise as follows:

2-3 years satisfactory service - 22 days (plus bank holidays)

3-4 years satisfactory service – 23 days (plus bank holidays)

4-5 years satisfactory service - 24 days (plus bank holidays)

5 + years satisfactory service - 25 days (plus bank holidays)

All paid leave including bank holidays are pro rata for part time employees

**4. Probation Period**

Up to 6 months probation period.

**5. Pension Entitlement:**

This post is eligible for membership of the YMCA-FG Auto enrolment pension scheme.

**6. Period Of Notice Offered And Required:**

1 week both ways during the probation period thereafter 1 month notice both ways.

**7. Condition Of Employment:**

Satisfactory Enhanced DBS disclosure, Health Declaration, Declaration of Criminal Background and references. All posts are subject to YMCA Fairthorne Group's Terms and Conditions of Employment.

**8. In service training and development:**

YMCA Fairthorne Group is committed to staff training at all levels and actively encourages participation.

**9. Location of employment**

This role is primarily based at YMCA Southampton, George Williams House but may work occasionally at any of our other sites.



## CHILD PROTECTION and SAFEGUARDING POLICY

### Introduction

As one of its major activities the YMCA Fairthorne Group seeks to serve the needs of children and young people and in doing so, takes seriously the welfare of all children and young people who we work with whether on our premises or within their communities. YMCA Fairthorne Group recognises that it is our responsibility as an organisation to prevent the physical, sexual and emotional abuse of children and young people or their neglect. Each individual employee, volunteer or board member shares this responsibility. Therefore we are committed to implementing, maintaining and regularly reviewing our Child Protection and Safeguarding policies and procedures.

### Policy Purpose

The policy has been produced to ensure that all information regarding the safety and wellbeing of a child or young person is acted upon appropriately. The policy (when shared) ensures that all staff and volunteers clearly understand their own responsibilities and where to access guidance and support. The policy relates to children and young people within our direct care or those within the communities in which we work.

### Definitions

<b>Child</b>	A child is anyone who has not yet reached their 18th birthday. Over 18yrs see vulnerable adult policy.
<b>Child Protection</b>	Actions taken and documented by YMCA Fairthorne Group in response to a concern about a child, young person and/or their family.
<b>Safeguarding</b>	Actions taken by YMCA Fairthorne Group to ensure the wellbeing of children and young people whilst in our care.

### National Legislative Responsibilities

The Children Act 2004 dictates the legislative framework to which YMCA Fairthorne Group will comply. This is expressed in the Stay Safe outcome of the Every Child Matters Change for Children programme.

### Local Accountability

YMCA Fairthorne Group works within the guidelines and procedural requirements of the Hampshire, Dorset, Isle of Wight, Portsmouth and Southampton Local Area Safeguarding Children Boards.

### Global Perspective

YMCA Fairthorne Group supports the practical application of the United Nations Convention of the Rights of the Child (UNCRC) in all relevant aspects of our work.

### Safer Working Practice

The YMCA Fairthorne Group has adopted the publication Guidance for Safer Working Practice for Adults who work with Children and Young People DCSF 2009.

**The Policy is supported by an Operating Policy and Guidance document: YMCA Fairthorne Group Child Protection & Safe Guarding Operating Guidance**

Updated By: Peter Cooper – 18 April 2011      Board Ratification – 15<sup>th</sup> December 2008  
2012[http://voice.ymca-fg.org/resources/GroupPolicies/Child Protection RDEC2011.docx](http://voice.ymca-fg.org/resources/GroupPolicies/Child%20Protection%20RDEC2011.docx)

Review: 15<sup>th</sup> December



## VULNERABLE ADULTS PROTECTION POLICY

### Introduction

Within the scope of the activities that YMCA Fairthorne Group offers to the community, it remains paramount that it looks to the welfare of all users of its facilities.

Whilst a major focus of the work of the group is with children and young people aged up to 18 as the group widens its remit it is increasingly common that it will come into contact with vulnerable adults both directly and indirectly.

YMCA Fairthorne Group recognises that it is the responsibility of the organisation to prevent the physical, sexual and emotional abuse of vulnerable adults and/or their neglect.

Each individual employee, volunteer or board member shares this responsibility. Therefore we are committed to implementing, maintaining and the regular review of our Protection and Safeguarding policies and procedures for children, young people and vulnerable adults.

### Policy Purpose

The policy has been produced to ensure that all information regarding the safety and wellbeing of vulnerable adults is acted upon appropriately. The policy (when shared) ensures that all staff and volunteers clearly understand their own responsibilities and where to access guidance and support. The policy relates to vulnerable adults within our direct care or those within the communities in which we work.

### Definitions

**Vulnerable Adults** – A vulnerable adult is defined by YMCA Fairthorne Group as someone over the age of 18 who is or may be in need by reason of mental or other disability, age or illness and who is or may be unable to take care of him/herself or unable to protect him/herself against harm or exploitation.

For Young People aged under 18, the procedures and policy as detailed in the YMCA Fairthorne Group – Child Protection Policy should be followed.

**Vulnerable Adult Protection** – Actions taken and documented by YMCA Fairthorne Group in response to a concern about a vulnerable adult or their family.

**Safeguarding** – Actions taken by YMCA Fairthorne Group to ensure the wellbeing of children, young people and vulnerable adults whilst in our care.

### National Legislative Responsibilities

This policy and associated procedures have been produced in the light of government legislation:

Protection of vulnerable adults, England and Wales, The Care Standards Act 2000 (Extension of protection of Vulnerable Adults Scheme) Regulations 2004.

### Local Accountability

YMCA Fairthorne Group works within the guidelines and procedural requirements of the Hampshire County Council, Dorset County Council, Isle of Wight, Portsmouth City Council and Southampton City Council.



### **Global Perspective**

YMCA Fairthorne Group supports the practical application of the *United Nations Convention of the Rights of the Child (UNCRC)* and the *Universal Declaration of Human Rights* in all relevant aspects of our work.

### **Safer Working Practice**

The YMCA Fairthorne Group has adopted the publication *Guidance for Safer Working Practice for Adults who work with Children and Young People DCSF 2009*.

**The Policy is supported by an Operating Policy and Guidance document: YMCA Fairthorne Group – Vulnerable Adult Protection Policy**

# The YMCA Way

## The YMCA Way

YMCA Fairthorne Group have a long history of working with children, young people and families in communities across the south of England and we pride ourselves on being different to other organisations that offer similar services. Our uniqueness cannot be defined simply by the services we offer, the staff we employ or the resources we have. The YMCA Way is how we combine all aspects of our work to ensure our unique approach is highly effective at all times.

The diagram on the right illustrates the six lenses that make up the YMCA Way. Every piece of work we deliver is viewed through each of these lenses to guide our decisions, actions and behaviours. Only when our services are viewed through each of the lenses equally are we working the YMCA Way.



## Staff Behaviours

This is a set of behaviours that every member of staff at our YMCA should demonstrate, regardless of job role. These behaviours are used to promote the best experience for all our customers and families, and are referenced directly in all staff performance reviews.

- Uses active listening skills and appropriate tone and gestures in all interactions
- Takes time to recognise and celebrate achievements by all individuals
- Always takes responsibility for ensuring people's needs are understood and met. Sees things from other people's point of view and seeks support when needed
- Is always enthusiastic and recognises the importance of every interaction, regardless of who it's with
- Always recognises talents in others and provides opportunities to share their talents with others
- Appropriately uses values language in all interactions
- Consistently uses initiative to respond to needs as they arise

## Vision

The YMCA's vision is to be a leader in transforming our local community so that all children, young people and their families truly belong, contribute and thrive.

## Mission

YMCA Fairthorne Group will champion and add value to young lives by providing experiences that challenge, enable and develop the individual.

## Values

WELCOMING CARING LISTENING INSPIRING EXCITING ACTIVE

## Developmental Assets

The Developmental Assets are 40 common sense, positive experiences and qualities that help influence choices young people make and help them become caring, responsible, successful adults. The 40 assets can be broken down into 8 key areas:

Support	Commitment to Learning
Empowerment	Positive Values
Boundaries and Expectations	Social Competencies
Constructive use of Time	Positive Identity

## External Regulation

These are the varying external regulatory bodies all of our areas of work are accountable to, eg Ofsted, employment law. External regulation is not a barrier to the YMCA Way but allows us to demonstrate that our way of working in all areas is highly effective. Regulating bodies such as Ofsted and Supporting People (housing) are impressed by our ability to translate their requirements clearly and effectively to fit our own values and mission.